

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: MAINE

ELIGIBILITY CONDITIONS AND REQUIREMENTS

OFFICIAL

Process for the Investigation of Allegations of Resident Neglect
and Abuse and Misappropriation of Resident Property

The State has in effect the following process for the receipt and timely review and investigation of allegations of neglect and abuse and misappropriation of resident property by a nurse aide or a resident in a nursing facility or by another individual used by the facility in providing services to such a resident.

Only professional staff will record and investigate resident complaints. All complaints are recorded on a standard form, reviewed and assigned by either the Program Manager(s) or the District Office Health Services Supervisors. The following screens are used to determine the priority and time frames for investigation of complaints. (See Attachment 4.40-E, page 1).

If the complaint alleges an **immediate threat** to the health and safety of the patients/clients, an investigation shall proceed within twenty-four (24) hours of receipt.

1. Patient ~~abuse~~/neglect
2. Patient rights (serious violation)
3. Physical plant (i.e., no water/sewer, fire damage, no heat, etc.)
4. Food services (i.e., food poisoning)
5. Serious incidents and accidents
6. Threat of staff walkout (strikes)

If the complaint concerns a **past threat** to the health and safety (i.e., three weeks old or is nonspecific as to time of occurrence) an investigation shall be instituted within five (5) working days.

1. Any of the above
2. Misappropriation of resident property
3. Lack of professional or technical services
4. Inadequate patient care

If the complaint **does not concern a serious threat** to the health and safety, the investigation will be initiated within thirty (30) days.

1. Administrative policies (visiting hours, admission rules, etc.)
2. Cleanliness
3. Financial (resident funds)
4. Food service (portions, choices, etc.)
5. Personnel dissatisfactions with working conditions
6. Quality of professional and technical services

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